

Town of Riverview

CAO DEPARTMENT MONTHLY REPORT



To: Mayor and Town Council

Prepared by: Colin Smith

Date: March 27, 2017

Month & Year: March 2017

Agenda Item:

Meeting Date:

For use by Office of the Town Clerk only

Section 1 Status of 2017 Priorities

Priority	Activities
Employee Engagement	<p><i>The focus of this objective is on increasing and promoting employee engagement in the success of the organization.</i></p> <p>Actions:</p> <ul style="list-style-type: none"> The Town has begun to work with Worksafe NB on implementing their Safety Leadership Pilot Program within our organization. The Town of Riverview is one of eight organization partnering with Worksafe NB on this pilot program. We held our first planning session for this program on March 21 and we had 17 managers and front line supervisors involved in the initial planning meeting. Having all the supervisors involved will hopefully increase the engagement of managers and employees in this process. While this is an excellent opportunity for our organization, it does bring change and we know that will face resistance from managers and employees that will need to be managed with change management principles. The Town Clerk and Director of HR are exploring the idea of establishing a volunteer day policy to promote employee engagement in our community. The idea was brought forward by the HR Coordinator as a possible way to get employees engaged in the United Way's Day of Caring.
Strategic Plan Execution	<p><i>The focus of this objective is leading the organization in the operational execution of the Town's Strategic Plan.</i></p> <p>Action:</p> <ul style="list-style-type: none"> Departments have developed detailed operational plans for 2017 and actions from the strategic plan are being worked on at this time. Examples include: <ul style="list-style-type: none"> The CAO, and the Director and Supervisor of Parks and Recreation are exploring what can be done in 2017, and over the next few years, to address the recommendations in the MCW report on the Byron Dobson Arena that were presented to Council in February. The target is to have a report to Council at the April Committee of the Whole meeting. (Plan for the Future) Riverview, Moncton and Dieppe continue to work with 3+ Corporation to establish a Service Level Agreement focused on regional economic development collaboration. (Smart and Sustainable Growth) The local improvement process for six streets is currently in full swing. On three of

Priority	Activities
	<p>the six streets the majority of residents have indicated they are opposed to the project, therefore Council has directed staff to have an information session with residents of Wentworth, Olive & Hawkes on March 28 to see if we can address some of their concerns. (Plan for the Future)</p> <ul style="list-style-type: none"> ○ On March 21, managers and supervisors participated in their first meeting about the Safety Leadership Program (Service Excellence). ○ Finance, Engineering/Public Works and Parks and Recreation have been actively working on the development of the Town's asset management plan. I have participated in two of those work sessions. (Planning for Future & Fiscal Responsibility)
Operational Excellence and Change Management:	<p><i>Lead the organization in implementing a number of continuous improvement initiatives designed to strengthen, improve and modernize the Town's Operations</i></p> <p>Actions:</p> <ul style="list-style-type: none"> • As CAO I have been in discussions with Symplicity Design on how the Town could introduce their 5 day Performance Excellence Workshops within our organization. The idea would be to engage some members of management in this process as well as key employees that are involved with leading critical operational processes. • I met with the Director of Parks and Recreation and the Aquatics Coordinator to review the status of the recommendations of the Aquatics Service Review that was completed in 2015. A number of recommendations have been addressed and the new Aquatics Coordinator has a plan to address the remaining operational improvement ideas identified in that report that can be implemented. In the near future, Council will receive an update on the status of those operations. • The Public Works Department continues to expand its use of the new service tracker system for incoming calls from residents to public works. The system works well and provides the department with a good method to track the status of our response to issues. The reporting functions in the system are valuable as well. For example, since February 1, there have been 83 services requests entered into the system and the majority have been addressed in less than 3 days on average. For that time period the majority of the calls received were related to snow removal services (28%); storms (8%); potholes (7%); and 17 other categories of work.
Long Range Planning and Growth	<p><i>The objective focuses on initiatives and activities that if successful can help enable the long term priorities and growth objectives of the Town.</i></p> <p>Action:</p> <ul style="list-style-type: none"> • The REOI for the old Public Works Site has been completed and was released to interested parties in mid-February. The closing date is March 31. Work has been progressing on cleaning up the site, including the removal of the underground tanks.

Section 3: Other Notable Development & Highlights for Council's Attention:

- The Town continues to participate with Moncton and Dieppe in the evaluation of RFQ responses for the construction and development of a new Codiac RCMP building. The evaluation process was completed in mid-March and the committee is discussing the next steps in the process.